

ETS Objectives by Strategic Plan Direction 2009-2010

1 Promoting Excellence in Teaching and Learning

Instructional Technologies

- IT1-1 Prepare a status report on MCC's distance learning response to the Middle States Association (MSA), SUNY and MCC Strategic Plan requirements
- IT2-1 Expand the role of the Angel--including training and instructional support--to provide a comprehensive collection of tools and resources for teaching and learning
- IT3-1 Design and implement expanded training for faculty that emphasizes student collaboration and course content management
- IT4-1 Through a collaboration of IT and MCC libraries, examine current faculty and student services to explore partnership opportunities to enhance and expand these services

Libraries

- LB1-1 Work with Instructional Technologies to pilot-test e-reserves, the Library Learning Object Repository (LOR) and the embedded library concept in MCC's Angel Course Management System
- LB2-1 Implement One-Point (Integrated) service desk (facilities/design issues, personnel issues, training issues)
- LB3-1 Promote and fully implement 24/7 access (develop web page, continue staff development, etc.)
- LB4-1 Implement the Library Learning Center (facilities/design issues, staffing)
- LB5-1 Implement, and promote to the College community, new services such as Films-On-Demand
- LB6-1 Implement continuous improvement assessment into existing and new services (exit surveys on 24/7; feedback feature on LibGuides)

Vice President's Office

- VP1-1 Produce a concept paper assessing the potential to use the MCC course management system, Angel, to support the continuity of instructional activity during an extended emergency
- VP2-1 Fully implement the Educational Technology Services Metrics Model

2 Enriching and Broadening the Student Experience

Libraries

- LB7-2 Improve existing--and develop new--liaison/outreach initiatives and co-curricular activities partnering with other areas of the College, e.g., the Writing Center, Model U.N., HHRC Reading Series

2 Enriching and Broadening the Student Experience

- LB8-2 Expand and continue efforts at Public Programming including lecture series and book talks
- LB9-2 Continue to engage students through the Library Student Advisory Committee and other student initiatives
- LB10-2 Continue to investigate library service points to provide additional models of integrated service
- LB11-2 Expand electronic resources for student research (e-journals, e-books) and to support teaching and learning (Films-On-Demand)

3 Responding to Enrollment, Community and Workforce Needs

Computing Services

- CS1-3 Enhance the College's visibility and positive image through MCC's web redesign project

Instructional Technologies

- IT5-3 Develop an MCC Online Distance Learning Plan that addresses the colleges current and future student needs
- IT6-3 Track and assess online learning retention initiatives

4 Building Upon Human Capital

Libraries

- LB12-4 Fully staff the libraries by filling all open positions
- LB13-4 Integrate new personnel into the library through training, staff development and meetings with other College personnel

Vice President's Office

- VP3-4 Develop guidelines for the use of ETS Professional Development Funds to encourage ETS staff members in all departments to participate in professional development activities
- VP4-4 Design and implement an ETS Customer Relations Management Program
- VP5-4 Finalize a plan to produce and coordinate communications within the college community for all ETS services

5 Enhancing Our Physical Environment

Instructional Technologies

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IT7-5 Explore the expansion of automated PC power management in the Electronic Learning Centers (ELCs) and Faculty Innovation Centers (FICs)

Vice President's Office

VP6-5 Promote the use of sustainable practices in the ETS division utilizing MCC's Green IT Campus Model as a framework

VP7-5 Work with the Banner Management Committee to complete a draft response to the SUNY Information Security Guidelines for Preserving Confidentiality

VP8-5 Work with the ETS Executive Team to produce a first draft of an ETS Emergency Response to Critical Incidents plan

6 Responding to Fiscal Challenges

Communications and Network Services

CNS1-6 Work with Monroe County to obtain funding for a Cisco-based replacement network for the ten year old legacy network at the Public Safety Training Facility

Instructional Technologies

IT8-6 Through a collaboration of IT and MCC libraries, implement a college-wide printing plan to reduce paper usage and minimize waste

Libraries

LB14-6 Install and implement the PaperCut printer and copy control system

Vice President's Office

VP9-6 Seek out ETS cost-saving strategies and develop "what-if" financial scenarios for the ETS division

VP10-6 Complete plans and seek funding for the installation of external conduits from the Building 9 data closet to Brighton-Henrietta Town Line Road

VP11-6 Conduct an ETS space utilization and needs assessment to define potential projects for the 2013 Facilities Master Plan

VP12-6 Work with the Vice Presidents' committee to complete the Technology Projects Funding Plan for presidential review

VP13-6 Provide bi-annual reports of ETS efforts to address the Bonadio IT Audit

7 Enhancing the Learning Environment Through Technology

Communications and Network Services

CNS2-7 Respond to the recommendations of the Bonadio Audit

7 Enhancing the Learning Environment Through Technology

- CNS3-7 Create and maintain information security documents
- CNS4-7 Develop and pilot-test a new imaging system for classroom environments
- CNS5-7 Contribute to the design of the Renaissance Square Project
- CNS6-7 Implement a video conferencing bridge to allow for an internal and external enterprise video conferencing system
- CNS7-7 In conjunction with the ETS VP Office, finalize MCC's internal and external IP paging system
- CNS8-7 Research and recommend actions to implement a speech-enabled auto attendant to enhance the experience of MCC telephone callers during off hours
- CNS9-7 Increase campus bandwidth, and implement full BGP (Border Gate Patrol) failover, to ensure campus connectivity to the Internet
- CNS10-7 Implement an email archiving solution
- CNS11-7 Research options and implement a self-serve password system
- CNS12-7 Conduct a review--including consolidation, updating and development--of MCC information security documents to include IT security, laptop and mobile device encryption standards, CNS policies and guidelines, and continuity of the Banner and Angel systems

Computing Services

- CS2-7 Upgrade the College's administrative database system from Banner 7 to Banner 8
- CS3-7 Implement an enterprise portal (Luminis) for the College community and integrate the portal with MCC's web redesign project
- CS4-7 Implement dashboards for executive level reporting utilizing the College's operational data store and data warehouse
- CS5-7 Analyze and respond to recommendations in the Bonadio audit report
- CS6-7 In cooperation with various campus constituents, create a style guide for college communications
- CS7-7 Upgrade the college's Operational Data Store and Enterprise Data Warehouse to release 8
- CS8-7 Implement Oracle Grid Control for system monitoring
- CS9-7 Implement a new credit card processing system
- CS10-7 Implement a new parking management system
- CS11-7 Implement a new database server for Banner
- CS12-7 Implement a new release of the College's imaging system

7 Enhancing the Learning Environment Through Technology

- CS13-7 Increase utilization of student email as a College-wide communication system
- CS14-7 Increase the capacity of the College's disk storage system
- CS15-7 Acquire redundant disk storage for ease of computer system back-ups and for disaster recovery
- CS16-7 Investigate the implementation of electronic transcripts with area colleges
- CS17-7 Investigate flexible registration to reduce duplication in the registration process and improve the registration interface

Instructional Technologies

- IT9-7 Transition the IT Production Services to High Definition and produce a minimum of three productions in HD
- IT10-7 Fully implement the ETS Call Center's end user Web interface
- IT11-7 Promote the use of interactive technologies in classrooms, and actively participate in the design and development of new classrooms in Building 9 and at Renaissance Square
- IT12-7 Research and pilot-test a minimum of five new tools to enhance instruction including web 2.0 applications, multimedia tools and the use of virtual worlds and games
- IT13-7 Develop and implement a plan to explore current video server technology and upgrade the existing system to meet current and future needs

Libraries

- LB15-7 Fully implement LibGuides (transitioning paper guides to a new system and using LibGuides for innovative projects, e.g. Model U.N.)
- LB16-7 Improve access to technology at the One-Point desk (through circulation of iPods, Flip video cameras, Netbooks, etc.)
- LB17-7 Improve the library's web presence through additional tutorials and introduction of video clips (DCC/LVG Video Tours)
- LB18-7 Revise collection development policy to reflect changes in access from print to electronic and other technological innovations
- LB19-7 Implement improvements to the Aleph Catalog (e.g. content notes, new title list feature, online resource links)

Vice President's Office

- VP14-7 Assess and make recommendations on the coordinated ETS responsibilities at the Damon City Campus
- VP15-7 Meet with DCC academic, student services and administrative offices to assess current and future needs for technology services, and prepare an addendum to the ETS Technology Plan specifically for DCC

7 Enhancing the Learning Environment Through Technology

- VP16-7 Explore the use of DCC as a technology innovation incubator for interactive classroom design, personal technology for social documentation, and Web 2.0 for social networking
- VP17-7 Implement year two of the MCC Computer Deployment Plan (CDP) and provide an assessment of the CDP from the operational, fiscal and end-user perspectives
- VP18-7 Work with the College community to develop a comprehensive draft plan for Disaster Recovery and Business Continuity
- VP19-7 Conduct periodic assessments of College hardware and software to maintain alignment with MCC's teaching, learning and operational needs
- VP20-7 Implement, as appropriate, project recommendations from the MCC Technology Plan
- VP21-7 Seek research and development funds to support MCC's teaching, learning and operational needs